



Patent  
Attorney's Docket No. 025000-073

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

Thomas H. BATEMAN et al.

Application No.: 10/663,740

Filed: September 17, 2003

For: METHOD AND SYSTEM FOR  
COORDINATING DATA AND VOICE  
COMMUNICATIONS VIA CUSTOMER  
CONTACT CHANNEL CHANGING  
SYSTEM

Group Art Unit: 2182

Examiner: Unassigned

Confirmation No.: 2659

**REQUEST FOR CORRECTED OFFICIAL FILING RECEIPT**

Commissioner for Patents  
Office of Initial Patent Examination  
Customer Service Center  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Enclosed is a copy of the Official Filing Receipt marked in red to show correction that is needed. The corrections are as follows.

Under **Domestic Priority data as claimed by applicant**, change the filing date for 09/239,701 to --01/29/1999--.

We believe that the correct filing date of the parent application (Application S/N 09/239,701) to the present application is January 29, 1999, and not January 28, 1999 as appears on the present Official Filing Receipt. We have enclosed several documents related to the filing, prosecution, and issuance of the parent '701 application in support of the present Request.

Enclosed is a copy of the application transmittal letter in the present application which indicates the filing date of January 29, 1999 for parent Application No. 09/239,701 (Exhibit 1). Enclosed also is the filing postcard for the '701 application, which was date-stamped by the Patent Office on January 29, 1999 (Exhibit 2). Also enclosed is a copy of the Filing Receipt for the '701 application, noting a filing date of January 29, 1999 (Exhibit 3). Further, we have enclosed a copy of the Notice of Allowance and Issue Fee Due in the '701 application, also indicating a filing date of January 29, 1999, 1999 (Exhibit 4). The cover page of the Letters Patent for the 6,311,231 patent, which issued from the '701 application, also indicates January 29, 1999 as the filing date for

Application No. 10/663,740  
Attorney Docket No. 025000-073

U.S. Application No. 09/239,701 (Exhibit 5). Finally, we have enclosed a copy of a Corrected Filing Receipt for U.S. Application No. 09/239,701 that was mailed on April 9, 2003, nearly 18 months after the issue of the patent, and which inexplicably has changed the filing date to January 28, 1999. We did not request a corrected filing receipt in this application, and we are unaware of any reason why the Patent Office would attempt to alter the filing date.

Issuance of a corrected Official Filing Receipt is respectfully requested.

Respectfully submitted,

BURNS, DOANE, SWECKER & MATHIS, L.L.P.

Date: January 23, 2004

By: 

William N. Hughes  
Registration No. 44,481

P.O. Box 1404  
Alexandria, Virginia 22313-1404  
(703) 836-6620

Early Publication Request: No

**Title**

Method and system for coordinating data and voice communications via customer contact channel changing system

**Preliminary Class**

710

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**LICENSE FOR FOREIGN FILING UNDER  
Title 35, United States Code, Section 184  
Title 37, Code of Federal Regulations, 5.11 & 5.15**

**GRANTED**

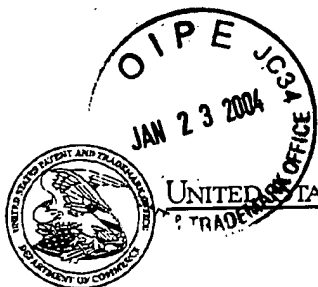
The applicant has been granted a license under 35 U.S.C. 184, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" followed by a date appears on this form. Such licenses are issued in all applications where the conditions for issuance of a license have been met, regardless of whether or not a license may be required as set forth in 37 CFR 5.15. The scope and limitations of this license are set forth in 37 CFR 5.15(a) unless an earlier license has been issued under 37 CFR 5.15(b). The license is subject to revocation upon written notification. The date indicated is the effective date of the license, unless an earlier license of similar scope has been granted under 37 CFR 5.13 or 5.14.

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The grant of a license does not in any way lessen the responsibility of a licensee for the security of the subject matter as imposed by any Government contract or the provisions of existing laws relating to espionage and the national security or the export of technical data. Licensees should apprise themselves of current regulations especially with respect to certain countries, of other agencies, particularly the Office of Defense Trade Controls, Department of State (with respect to Arms, Munitions and Implements of War (22 CFR 121-128)); the Office of Export Administration, Department of Commerce (15 CFR 370.10 (j)); the Office of Foreign Assets Control, Department of Treasury (31 CFR Parts 500+) and the Department of Energy.

**NOT GRANTED**

No license under 35 U.S.C. 184 has been granted at this time, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" DOES NOT appear on this form. Applicant may still petition for a license under 37 CFR 5.12, if a license is desired before the expiration of 6 months from the filing date of the application. If 6 months has lapsed from the filing date of this application and the licensee has not received any indication of a secrecy order under 35 U.S.C. 181, the licensee may foreign file the application pursuant to 37 CFR 5.15(b).



## UNITED STATES PATENT AND TRADEMARK OFFICE

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| APPL NO.   | FILING OR 371<br>(c) DATE | ART UNIT | FIL FEE REC'D | ATTY. DOCKET NO | DRAWINGS | TOT CLMS | IND CLMS |
|------------|---------------------------|----------|---------------|-----------------|----------|----------|----------|
| 10/663,740 | 09/17/2003                | 2182     | 1626          | 025000-073      | 11       | 36       | 10       |

CONFIRMATION NO. 2659

21839  
BURNS DOANE SWECKER & MATHIS L L P  
POST OFFICE BOX 1404  
ALEXANDRIA, VA 22313-1404

## FILING RECEIPT



\*OC000000011451588\*

Date Mailed: 12/10/2003

Receipt is acknowledged of this regular Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

## Applicant(s)

Thomas Howard Bateman, Saint John, CANADA;  
Bruce Edward Kierstead, Saint John, CANADA;  
William Alexander(Sandy) Noble, Saint John, CANADA;  
Timothy Lee Curry, Gondola Pt., CANADA;  
John Alan Lockett, Saint John, CANADA;  
Laurie Edward Mersereau, Westfield, CANADA;  
Robert James Ouellette, Saint John, CANADA;

## Assignment For Published Patent Application

Innovatia, Inc.;

## Domestic Priority data as claimed by applicant

01/29/1999  
This application is a CON of 09/950,801 09/13/2001 PAT 6,668,286  
which is a CON of 09/239,701 01/28/1999 PAT 6,311,231 \*  
which is a DIV of 08/532,537 09/25/1995 PAT 5,884,032  
(\*)Data provided by applicant is not consistent with PTO records.

## Foreign Applications

DEC 12 03

If Required, Foreign Filing License Granted: 12/09/2003

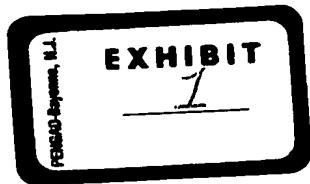
Projected Publication Date: 03/18/2004

Non-Publication Request: No

BJB/WNH  
BURNS, DOANE, SWECKER & MATHIS, L.L.P.  
RECEIVED

DEC 11 2003

DOCKETED



Patent  
Attorney's Docket No. 025000-073

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**REQUEST FOR FILING CONTINUATION/DIVISIONAL  
APPLICATION UNDER 37 C.F.R. § 1.53(b)**

**MAIL STOP PATENT APPLICATION**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Customer No. **21839**

Sir:

This is a request for filing a ☒ continuation ☐ divisional application under 37 C.F.R. § 1.53(b) of pending Application No. 09/950.801 filed on September 13, 2001, which is a continuation of Application No. 09/239.701 filed January 29, 1999, now U.S. Patent No. 6,311,231, which is a divisional of U.S. Application No. 08/532,537 filed September 25, 1995, now U.S. Patent No. 5,884,032 for METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA CUSTOMER CONTACT CHANNEL CHANGING SYSTEM, by the following named inventor(s):

- (a) Full Name Thomas H. BATEMAN
- (b) Full Name Bruce E. KIERSTEAD
- (c) Full Name William A. NOBLE
- (d) Full Name Timothy L. CURRY
- (e) Full Name John A. LOCKETT
- (f) Full Name Laurie E. MERSEREAU
- (g) Full Name Robert J. OUELLETTE

- ☐ Applicant(s) hereby requests that the above-captioned application **NOT BE PUBLISHED** under 35 U.S.C. § 122(b) and 37 C.F.R. § 1.211. The undersigned hereby certifies that the invention disclosed in this application has not and will not be the subject of an application filed in another country, or under a multilateral international agreement, that requires publication at eighteen months after filing.
- ☒ The entire disclosure of the prior application from which a copy of the oath or declaration is supplied herewith is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.
- ☐ This application is being filed by less than all the inventors named in the prior application. In accordance with 37 C.F.R. 1.63(d)(2), the Commissioner is requested to delete the name(s) of the following person or persons who are not inventors of the invention being claimed in this application.

- (a) Full Name \_\_\_\_\_
- (b) Full Name \_\_\_\_\_
- (c) Full Name \_\_\_\_\_

- ☐ This application is being filed by more than all the inventors named in the prior application. In accordance with 37 C.F.R. 1.63(d)(5), a new oath or declaration is enclosed, and the Commissioner is requested to add the name(s) of the following person or persons who are inventors of the invention being claimed in this application.

9-17-03<sup>nd</sup>

(09/03)

A:



Inventor: Thomas H. BATEMAN et al Appln. No. Attorney's Docket No. 025000-084  
Docket No.: 025000-084 265 Work Atty: WLM Date: January 29, 1999

Title: METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA CUSTOMER CONTACT CHANNEL CHANGING SYSTEM USING VOICE OVER IP

Dkt. Clerk Initials

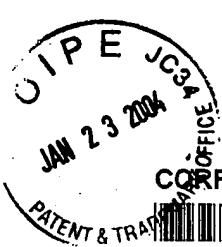


The following was/were received in the U.S. Patent and Trademark Office on the date stamped hereon:

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Utility Patent Application Transmittal   | <input checked="" type="checkbox"/> Copy Executed Declaration/Power of Attorney        | <input checked="" type="checkbox"/> Check for \$ <u>760.00</u> is enclosed |
| <input type="checkbox"/> Design Patent Application Transmittal  | <input type="checkbox"/> Unexecuted Declaration/Power of Attorney                      | <input type="checkbox"/> Check for \$ _____ is enclosed                    |
| <input type="checkbox"/> Continuing Prosecution Application Request   | <input type="checkbox"/> Small Entity Declaration                                      | <input type="checkbox"/> Charge \$ _____ to Deposit Account                |
| <input type="checkbox"/> Provisional Application Cover Sheet  | <input type="checkbox"/> Assignment/Assignment Recordation Form Cover Sheet (PTO-1595) | <input checked="" type="checkbox"/> Copy of Associate Power of Attorney    |
| <input type="checkbox"/> Provisional Application Transmittal  | <input type="checkbox"/> Claim for Convention Priority w/ _____ certified copy(s)      | <input checked="" type="checkbox"/> Postcard                               |
| <input checked="" type="checkbox"/> Continuation/Divisional Application (Rule 1.53(b)) with copy of application | <input checked="" type="checkbox"/> Preliminary Amendment                              | <input type="checkbox"/>   |
| INCLUDING:  | <input type="checkbox"/> Information Discl. Statement Transmittal Letter               | <input type="checkbox"/>   |
| <input checked="" type="checkbox"/> specification (pages 1 - <u>24</u> )  | <input type="checkbox"/> Information Disclosure Citation (PTO-1449)                    | <input type="checkbox"/>   |
| <input checked="" type="checkbox"/> claims (claim(s) 1 - <u>36</u> , <u>12</u> pgs.)                            | <input type="checkbox"/> Information Disclosure Statement w/ _____ document(s)         | <input type="checkbox"/>   |
| <input checked="" type="checkbox"/> drawings (Fig(s). 1 - <u>11</u> , <u>11</u> pgs.)                           | <input type="checkbox"/> Petition for _____ Month Extension of Time                    | <input type="checkbox"/>   |
| <input checked="" type="checkbox"/> Abstract of the Disclosure  | <input type="checkbox"/> Constructive Petition for Extensions of Time                  | <input type="checkbox"/>   |

10511 U.S. PTO  
09/239701  
01/29/99

(12/97)



## CORRECTED FILING RECEIPT



\*OC00000005090472\*


 UNITED STATES DEPARTMENT OF  
COMMERCE  
Patent and Trademark Office

 Address: ASSISTANT SECRETARY AND  
COMMISSIONER OF PATENT AND TRADEMARKS  
Washington, D.C. 20231

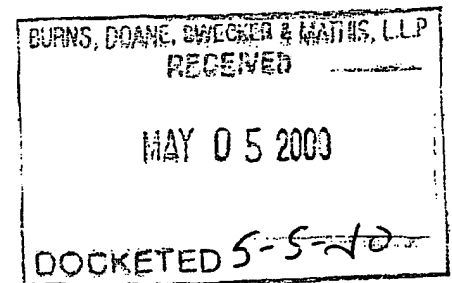

| APPLICATION NUMBER | FILING DATE | GRP ART<br>UNIT | FIL FEE REC'D | ATTY. DOCKET NO | DRAWINGS | TOT<br>CLAIMS | IND CLAIMS |
|--------------------|-------------|-----------------|---------------|-----------------|----------|---------------|------------|
| 09/239,701         | 01/29/1999  | 2758            | 760           | 025000-065      | 11       | 14            | 3          |

 21839  
BURNS DOANE SWECKER & MATHIS  
P O BOX 1404  
ALEXANDRIA, VA 223131404

Date Mailed: 05/02/2000

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the PTO processes the reply to the Notice, the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

## Applicant(s)

 THOMAS H. BATEMAN, SAINT JOHN, CANADA;  
BRUCE E. KIERSTEAD, SAINT JOHN, CANADA;  
WILLIAM A. NOBEL, SAINT JOHN, CANADA;  
TIMOTHY L. CURRY, GONDOLAPT, CANADA;  
JOHN A. LOCKETT, SAINT JOHN, CANADA;  
LAURIE E. MERSEREAU, WESTFIELD, CANADA;  
ROBERT J. OUELLETTE, SAINT JOHN, CANADA;


## Continuing Data as Claimed by Applicant

THIS APPLICATION IS A DIV OF 08/532,537 09/25/1995 PAT 5,884,032

## Foreign Applications

\*\*

## Title

 METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA  
CUSTOMER CONTRACT CHANNEL CHANGING SYSTEM USING VOICE OVER IP

## Preliminary Class

709

 Smart & Biggar  
025000-065  
WLM



UNITED STATES DEPARTMENT OF COMMERCE  
Patent and Trademark Office

**NOTICE OF ALLOWANCE AND ISSUE FEE DUE**

021839 TM01/0614  
BURNS DOANE SWECKER & MATHIS L L P  
POST OFFICE BOX 1404  
ALEXANDRIA VA 22313-1404

RECEIVED 6/10  
JUN 18 2001  
DOCKETED CS

| APPLICATION NO.   | FILING DATE | TOTAL CLAIMS | EXAMINER AND GROUP ART UNIT | DATE MAILED |
|---|-------------|--------------|-----------------------------|-------------|
| 09/239,701  | 01/29/99    | 016          | PERVEEN, R 2182             | 06/14/01    |
| First Named Applicant BATEMAN, 35 USC 154(b) term ext. = 0 Days.  |             |              |                             |             |
| TITLE OF INVENTION METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA CUSTOMER CONTRACT CHANNEL CHANGING SYSTEM USING VOICE OVER IP |             |              |                             |             |

| ATTY'S DOCKET NO. | CLASS-SUBCLASS | BATCH NO. | APPLN. TYPE | SMALL ENTITY | FEE DUE   | DATE DUE |
|-------------------|----------------|-----------|-------------|--------------|-----------|----------|
| 2 025000-025      | 710-005.000    | H65       | UTILITY     | NO           | \$1240.00 | 09/14/01 |

**THE APPLICATION IDENTIFIED ABOVE HAS BEEN EXAMINED AND IS ALLOWED FOR ISSUANCE AS A PATENT. PROSECUTION ON THE MERITS IS CLOSED.**

**THE ISSUE FEE MUST BE PAID WITHIN THREE MONTHS FROM THE MAILING DATE OF THIS NOTICE OR THIS APPLICATION SHALL BE REGARDED AS ABANDONED. THIS STATUTORY PERIOD CANNOT BE EXTENDED.**

**HOW TO RESPOND TO THIS NOTICE:**

view the SMALL ENTITY status shown above.  
If SMALL ENTITY is shown as YES, verify your current SMALL ENTITY status:  
If the status is changed, pay twice the amount of the FEE DUE shown above and notify the Patent and Trademark Office of the change in status, or  
If the status is the same, pay the FEE DUE shown above.

If the SMALL ENTITY is shown as NO:

- A. Pay FEE DUE shown above, or
- B. File verified statement of Small Entity Status before, or with, payment of 1/2 the FEE DUE shown above.

3-Issue Fee Transmittal should be completed and returned to the Patent and Trademark Office (PTO) with your ISSUE FEE. Even if the ISSUE FEE has already been paid by charge to deposit account, Part B Issue Fee Transmittal should be completed and returned. If you are charging the ISSUE FEE to your deposit account, section "4b" of Part B-Issue Fee Transmittal should be completed and an extra copy of the form should be submitted.  
All communications regarding this application must give application number and batch number.  
Please direct all communications prior to issuance to Box ISSUE FEE unless advised to the contrary.

**IMPORTANT REMINDER: Utility patents issuing on applications filed on or after Dec. 12, 1980 may require payment of maintenance fees. It is patentee's responsibility to ensure timely payment of maintenance fees when due.**

YOUR COPY

*J. Lee* *9/14/01* *Smart & Biggar*  
*Due* *WCM*





US006311231B1

(12) **United States Patent**  
**Bateman et al.**

(10) **Patent No.:** **US 6,311,231 B1**  
(45) **Date of Patent:** **Oct. 30, 2001**

(54) **METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA CUSTOMER CONTRACT CHANNEL CHANGING SYSTEM USING VOICE OVER IP**

(76) **Inventors:** **Thomas Howard Bateman**, 903 Mollins Dr., Saint John, New Brunswick (CA), E2M 4L7; **Bruce Edward Kierstead**, 9 Wasson Ct., Saint John New Brunswick (CA), E2K 2K6; **William Alexander Noble**, 516 Champlain St., Saint John New Brunswick (CA), E2M 1S3; **Timothy Lee Curry**, 115 Lancelot Dr., Gondola Pt. New Brunswick (CA), E2E 1R8; **John Alan Lockett**, 102 Islandview Dr., Saint John New Brunswick (CA), E2M3Z8; **Laurie Edward Mersereau**, 22 Lecroix Dr., Westfield New Brunswick (CA), E0G 3J0; **Robert James Ouellette**, 132 Josselyn Rd., Saint John New Brunswick (CA), E2J 3B5

(\*) **Notice:** Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.

(21) **Appl. No.:** **09/239,701**

(22) **Filed:** **Jan. 29, 1999**

#### Related U.S. Application Data

(62) Division of application No. 08/532,537, filed on Sep. 25, 1995, now Pat. No. 5,884,032.

(51) **Int. Cl.** **G06F 13/10; G06F 13/14**

(52) **U.S. Cl.** **710/5; 710/6; 710/36; 710/39; 709/203; 379/67**

(58) **Field of Search** **710/1, 5, 6, 36, 710/39; 709/203; 379/67**

(56) **References Cited**

#### U.S. PATENT DOCUMENTS

4,789,962 12/1988 Berry et al. 364/900

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| 4,969,185 | 11/1990   | Dorst et al.      | 379/209    |
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| 5,155,806 | 10/1992   | Hoeber et al.     | 395/157    |
| 5,157,768 | 10/1992   | Hoeber et al.     | 395/157    |
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| 5,535,323 | 7/1996    | Miller et al.     | 395/155    |
| 5,557,668 | 9/1996    | Brady             | 379/212    |
| 5,563,805 | * 10/1996 | Arbuckle et al.   | 364/514 C  |
| 5,619,508 | 4/1997    | Davis et al.      | 370/495    |
| 5,694,546 | * 12/1997 | Reisman           | 395/200.9  |
| 5,884,032 | 3/1999    | Bateman et al.    | 395/200.34 |

\* cited by examiner

*Primary Examiner*—Thomas Lee

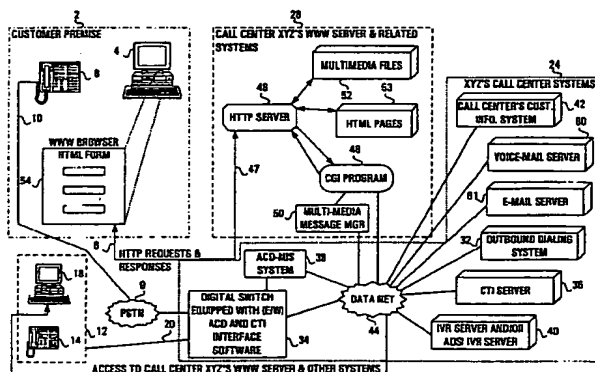
*Assistant Examiner*—Rehana Perveen

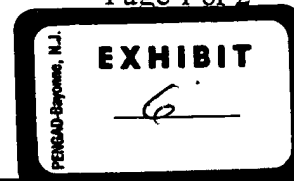
(74) *Attorney, Agent, or Firm*—Burns, Doane, Swecker & Mathis, L.L.P.

#### (57) ABSTRACT

This invention (The Customer Contact Channel Changer) enables the integration of different Customer Contact Channels such as live call centre ACD (Automatic Call Distribution) agents, ADSI (Analog Display Services Interface) enhanced IVR (Interactive Voice Response) systems and WWW (World Wide Web) servers. The world wide web servers are used to allow customers with computer equipment to access information from an organizations databases in a self service mode. Frequently these customers have questions best answered by human ACD agents. With this invention the connection between the customer with the question and the agent with the answer is done quickly and efficiently with both parties sharing screens of common information. Also control is retained by the customer to make the call happen when they want it.

16 Claims, 11 Drawing Sheets





Commissioner for Patents  
Washington, DC 20231  
www.uspto.gov

| APPLICATION NUMBER | FILING DATE | GRP ART UNIT | FIL FEE REC'D | ATTY. DOCKET NO | DRAWINGS | TOT CLAIMS | IND CLAIMS |
|--------------------|-------------|--------------|---------------|-----------------|----------|------------|------------|
| 09/239,701         | 01/28/1999  | 2182         | 760           | 025000-065      | 11       | 14         | 3          |

CONFIRMATION NO. 6457

21839  
BURNS DOANE SWECKER & MATHIS L L P  
POST OFFICE BOX 1404  
ALEXANDRIA, VA 22313-1404

CORRECTED FILING RECEIPT



\*OC000000009806697\*

Date Mailed: 04/09/2003

Receipt is acknowledged of this regular Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

## Applicant(s)

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JOHN A. LOCKETT, SAINT JOHN, CANADA;  
LAURIE E. MERSEREAU, WESTFIELD, CANADA;  
ROBERT J. OUELLETTE, SAINT JOHN, CANADA;

## Domestic Priority data as claimed by applicant

This application is a DIV of 08/532,537 09/25/1995 PAT 5,884,032

## Foreign Applications

If Required, Foreign Filing License Granted: 04/09/2003

Projected Publication Date: None, application is not eligible for pre-grant publication *wlm*

APR 25 2003

N n-Publication Request: No

Early Publication Request: No

Title

